



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

TRAVEL SERVICES N5

22 JUNE 2016

This marking guideline consists of 10 pages.

SECTION A**QUESTION 1**

- 1.1
- | | CITY CODE | PROVINCE NAME |
|--------|-----------|---------------|
| 1.1.1 | PTG | Limpopo |
| 1.1.2 | AAM | Mpumalanga |
| 1.1.3 | ELS | Eastern Cape |
| 1.1.4 | PBZ | Western Cape |
| 1.1.5 | GRJ | Western Cape |
| 1.1.6 | UTN | Northern Cape |
| 1.1.7 | MBD | North West |
| 1.1.8 | HLA | Gauteng |
| 1.1.9 | BFN | Free State |
| 1.1.10 | MGH | KwaZulu-Natal |
- (10 × 2) (20)
- 1.2
- Fill it – Liquids, aerosols and gels in your hand luggage must be in containers of a maximum of 100 ml
 - Bag it – Store them in a transparent, re-sealable bag. Total bag capacity must be a maximum of 1 litre.
 - Carry on – Be prepared before you check in, to take your bag out at the security check.
- (6)
- 1.3 Can the passenger:
- Walk unaided
 - Sit for the duration of the flight
 - Eat and drink unaided
 - Control his/her bowels and bladder and use toilet facilities on board without assistance
- (4)
- 1.4 Traffic can be defined as passengers, baggage, cargo and mail. (4)
- 1.5
- 1.5.1 Korongo Airlines
- 1.5.2 Air Australia
- 1.5.3 Charlan Air
- 1.5.4 Egypt Air
- 1.5.5 Air Tanzania
- 1.5.6 Air Malawi
- (6 × 1) (6)
- [40]**

TOTAL SECTION A: 40

SECTION B**QUESTION 2**

2.1

FROM/TO	CARR	CLASS	ADULT	CHILD	
JNB					INFANT
DUR	BA	C	1 210,00	820,00	130,00
BFN	SA	Y	1 140,00	763,00	114,00
CPT	SA	Y	1 170,00	783,00	117,00
MQP	CE	D	2 300,00	2 300,00	2 300,00
 					
PLZ					
JNB	BA	B	1 000,00	670,00	100,00
FARE	ZAR		6 820,00	5 336,00	2 761,00
ROUNDED	ZAR			5 340,00	2 770,00
VAT	ZAR		954,80 ZV	747,60ZV	378,80ZV
PSC	ZAR		242,00 ZA	242,00ZA	48,00ZA
YQ	ZAR		266,00YQ	266,00YQ	266,00YQ
YR	ZAR		440,00YR	440,00YR	440,00YR
SC	ZAR		30,00EV	30,00EV	30,00EV
TOTAL	ZAR		8752,80	7065,60	3932,80

(30)

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2.2

FROM TO	ENDORSEMENTS RESTRICTIONS (CARBON)			ORGANISATION JNB JNB				AUDIT COUPON									
JNB DUR	CARR BA	FARE CALC 820,00	XT EV30,00 YR 440,00 YQ 266,00			BOOKING REF WKLJ/19				PLACE OF ISSUE - AGENT							
BFN	SA	763,00	NAME OF PASSENGER BALOYI/THANDO CHD			ISSUED IN EXCHANGE FOR				VZ							
CPT	SA	783,00	CONNECTION TICKETS 125 6289 5475 93/94			ORIGINAL ISSUE				M							
MQP	CE	2300,00	NOT GOOD FOR PASSAGE			CARRIER	FLIGHT CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CHARGE		
PLZ	JNB	BA	670,00	FROM JOHANNESBURG	JNB	BA	6211	C	18 NOV	1110	OK	GOW/CH	18 NOV	PC	PCR		
				TO DURBAN	DUR	SA	8215	Y	23 NOV	1300	OK	Y/CH33	18 NOV	PC	PCR		
				TO BLOEMFONTEIN	SA		1300	Y	28 NOV	0925	OK	Y/CH33	18 NOV	PC	PCR		
				TO CAPE TOWN	CPT	CE	803	D	01 DEC	1435	OK	D	18 NOV	PC	PCR		
				TO NELSPRUIT													
TOTAL FARE CALC ZAR 5340,00			FORM OF PAYMENT VI 7711000 45633 00009 EXP 10/18			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY V3											
FARE ZAR 5340,00			EQUIV FARE PD			TAX ZV 747,60			TAX ZA 242,00			TAX XT 736,00			CP# AIRLINE CODE FORM AND SERIAL NUMBER CA		
TOTAL ZAR 7065,60			CURRENCY ZAR			CASH COLLECTION			CREDIT BALANCE S 340,00			COMB RATE 0			TAX AMOUNT 1725,60		
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE																	

FROM TO	ENDORSEMENTS RESTRICTIONS (CARBON)			ORGANISATION JNB JNB				AUDIT COUPON									
JNB DUR	CARR BA	FARE CALC 820,00	XT EV30,00 YR 440,00 YQ 266,00			BOOKING REF WKLJ/19				PLACE OF ISSUE - AGENT							
BFN	SA	763,00	NAME OF PASSENGER BALOYI/THANDO CHD			ISSUED IN EXCHANGE FOR				VZ							
CPT	SA	783,00	CONNECTION TICKETS 125 6289 5475 93/94			ORIGINAL ISSUE				M							
MQP	CE	2300,00	NOT GOOD FOR PASSAGE			CARRIER	FLIGHT CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CHARGE		
PLZ	JNB	BA	670,00	FROM NELSPRUIT	V	0											
				TO YOEI ELIZABETH	BA	6242	B	10 DEC	1335	OK	BOW/CH	18 NOV	PC	PCR			
				TO JOHANNESBURG	JNB	V	0										
				TO VO 10													
				TO VOID													
TOTAL FARE CALC ZAR 5340,00			FORM OF PAYMENT VI 7711000 45633 00009 EXP 10/18			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY V3											
FARE ZAR 5340,00			EQUIV FARE PD			TAX ZV 747,60			TAX ZA 242,00			TAX XT 736,00			CP# AIRLINE CODE FORM AND SERIAL NUMBER CA		
TOTAL ZAR 7065,60			CURRENCY ZAR			CASH COLLECTION			CREDIT BALANCE			COMB RATE			TAX AMOUNT		
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE																	

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2.3

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS		STANDARD CREDIT CARD CHARGE FORM				DATE AND PLACE OF ISSUE V2	
		AIRLINE NUMERIC CODE 125		2. AGENT & CONTRACTOR COPY			
X CARD HOLDER'S SIGNATURE BALOYI/THANDU		DATE OF ISSUE VI		IF EXTENDED PAYMENT DESIRED. CIRCLE NUMBER OF MONTHS 6 12 24		M	
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER BALOYI/THANDU		DTATO NO		CONNECTION OF PASSENGER WITH SUBSCRIBER SON			
COMPLETE ROUTING		FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT
JNB-DUR-BFN-CPT-MQP 1- PLZ-JNB		MIXED	MIXED	125	6289	5475 93/94	7
		TICKETS NOT TRANSFERABLE No Cash Refunds		CREDIT CARD CODE VI			
CURR	ZAR	FARE	5340,00	TOTAL ZAR			
CURR	ZAR	TAX	1725,60	7065,60			
CURR		EQUIV. ADJ. BAL.		CUSTOMER FILE REFERENCE			

↓ V3
CREDIT CARD DETAILS:
MR. PATRICK BALOYI
VI 7711 0004 5633 0009
EXP 10/18

(10)

2.4

JNB BA DUR1210.00SA BFN1140.00SA CPT1170.00CE
MQP2300.00/-PLZ BA JNB1000.00ZAR6820.00END XT
EV30.00YR440.00YQ266.00

(5)
[65]

QUESTION 3

- 3.1
- EMD-A – The associated EMD-A is issued for services directly linked to a flight/flight coupon, for example excess baggage or a seat reservation (i.e. meals, extra bags, seat selection)
 - EMDS-S – The stand alone EMD can be used separately from an air ticket and can be issued for services which are independent for a flight (i.e. car rental group deposits, name change fees, penalties, refundable amounts)
- (2 × 2) (4)

- 3.2
- Air transportation
 - Surface transportation
 - Non air services
 - Baggage
 - Financial impact
 - Airport services
 - Merchandise
 - Inflight services
- (8 × 1) (8)

3.3

SERVICE	RFIC	RFISC
Lounge access	E	OBX
Change in reservation fee	D	992/993
Firearms	C	OED
Tour land arrangements	B	OBP
Vegetarian meal	G	OAR

(5 × 2) (10)

- 3.4
- A request to send the ticket to an address different from the billing address
 - The credit card is faxed
 - The booking is for immediate departure and requests ticket at the airport
 - Inability to provide the security code
- (4)
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QUESTION 4

4.1

FROM/TO	CARRIER	FARE
GRJ	SA	1 600,00
JNB	SA	1 210,00
GRJ	SA	2 810,00
FARE	ZAR	99,00ZA
PSC	ZAR	393,40ZV
VAT	ZAR	280,00YR
YR	ZAR	12,00EV
SC	ZAR	3 594,40
TOTAL	ZAR	

(10)

4.2

FROM/TO GRJ JNB SA GRJ SA	CARR SA SA	FARE CALC. 1600,00 1210,00	ENDORSEMENTS/RESTRICTIONS (CLARIFY) XT EV 12,00 YC 280,00	ORIGIN/DESTINATION GRJ GRJ	AUDIT COUPON PLACE OF ISSUE - AGENCY
NAME OF PASSENGER JIM / ANDILE MR.			NOT TRANSFERABLE VI	DATE OF ISSUE VI	ISSUES IN EXCHANGE FOR V2
FORM OF PAYMENT CASH			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY V3		
TOTAL FARE CALC ZAR 2 810,00	EQUIV FARE PD.	TAX ZAR 2 810,00	TAX ZAR 393,40	TAX ZAR 99,00	TAX XT 292,00
TOTAL ZAR 3 594,40	CURRENCY ZAR	CASH COLLECTION 2 810,00	CREDIT BALANCE	COMM RATE 1	TAX AMOUNT 784,40
CPN V4			AIRLINE CODE 6289547593		
FORM AND SERIAL NUMBER 7			OK		

FROM/TO GRJ JNB SA DUR SA JNB SA SRJ SA	CARR SA SA SA SA	FARE CALC. 1600,00 820,00 820,00 1210,00	ENDORSEMENTS/RESTRICTIONS (CLARIFY) XT 100,00 ZAR PD 280,00 YC PD 280,00 YC XT PD 393,40 PD ZV PD 99,00 ZAR PD 12,00 EV	ORIGIN/DESTINATION SRJ SRJ	AUDIT COUPON PLACE OF ISSUE - AGENCY
NAME OF PASSENGER JIM / ANDILE MR			NOT TRANSFERABLE VI	DATE OF ISSUE VI	ISSUES IN EXCHANGE FOR V2
FORM OF PAYMENT CASH			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY V3		
TOTAL FARE CALC ZAR 4 450,00	EQUIV FARE PD.	TAX ZAR 4 450,00	TAX ZAR 229,60	TAX XT 392,00	TAX XT 784,40
TOTAL ZAR 2 261,60	CURRENCY ZAR	CASH COLLECTION 1 640,00	CREDIT BALANCE	COMM RATE 1	TAX AMOUNT 621,60
CPN V4			AIRLINE CODE 6289547593		
FORM AND SERIAL NUMBER 7			OK		

(10)

4.3 4.3.1

OLD FARE CALCULATION

FROM/TO		
GRJ	CARR	FARE CALC
JNB	SA	1 600.00
GRJ	SA	1 210.00
FARE	ZAR	2 810.00
VAT	ZAR	393.40ZV
PSC	ZAR	99.00ZA
SC	ZAR	12.00EV
YQ/YR	ZAR	280.00YR
TOTAL	ZAR	3 594.40

NEW FARE CALCULATION

FROM/TO		
GRJ	CARR	FARE CALC
JNB	SA	1600.00
DUR	SA	820.00
JNB	SA	820.00
GRJ	SA	1210.00
FARE	ZAR	4 450.00
VAT	ZAR	623.00ZV
PSC	ZAR	199.00ZA
SC	ZAR	24.00EV
YQ/YR	ZAR	560.00YR
TOTAL	ZAR	5 856.00

NEW FARE	4 450.00	OLD FARE	2 810.00	FARE DIFF	1 640.00
NEW VAT	623.00	OLD VAT	393.40	VAT DIFF	229.60
NEW PSC	199.00	OLD PSC	99.00	PSC DIFF	100.00
NEW SC	24.00	OLD SC	12.00	SC DIFF	12.00
NEW YR/YQ TAX	560.00	OLD YR/YQ TAX	280.00	DIFF YR/YQ	280.00
				TOTAL	2 261.60A

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4.3.2

FROM/TO		ENDORSEMENTS (E, X, Z, A, EV)		ORIGIN/DESTINATION		AUDIT COUPON							
GRJ	CARR.	FARE CALC.	XT 100.00ZA EV12.00 280.00YR		GRJ GRJ	PLACE OF ISSUE - AGENCY							
JNB	SA	1600.00	XT PD393.40ZV PD99.00ZA PD12.00EV		BOOKING REF.	V2							
DUR	SA	820.00	NAME OF PASSENGER		ISSUED IN EXCHANGE FOR	M							
JNB	SA	820.00	JIM/ ANDILE Mr.		0836289547593								
GRJ	SA	1210.00	DATE OF ISSUE		0836289547593 GRJ 05 JAN 0772								
----			NOT TRANSFERABLE		ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMBER/PC CODE								
			CONJUNCTION TICKETS		ISSUE 0836289547593 GRJ 05 JAN 0772								
			NOT GOOD FOR PASSAGE		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY								
			CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CHECK/WT	
			SA	8510	08 JAN	1150	OK	Y		05 JAN	PC	PCS WT	
			SA	8511	15 JAN	1700	OK	Y		05 JAN	PC	PCS WT	
			SA	8510	18 JAN	1300	OK	Y		05 JAN	PC	PCS WT	
			V	O	I	D						PCS WT	
			VOID		FORM OF PAYMENT			SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET					
			CASH CASH		V3			V4 6289547593 7					
TOTAL FARE CALC		ZAR 4450.00		EQUIV. FARE PD.		TAX		TAX		TAX		CPM AIRLINE CODE FORM AND SERIAL NUMBER CK	
FARE		ZAR 4450.00		ZV229.60		XT392.00		XT784.40		V4		6289547593 7	
TOTAL		ZAR 2261.60A		CURRENCY		CASH COLLECTION		CREDIT BALANCE		COMM. RATE		TAX AMOUNT	
		ZAR		1640.00				1		621 60			

(15)
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QUESTION 5

5.1

FROM/TO	CARRIER	FARE
JNB	QM	1 470
BLZ	QM	1 470
JNB	QM	1 470
FARE	ZAR	2 940
PSC	ZAR	131,00 ZA
	ZAR	110,00WC
SC	ZAR	6,00EV
TOTAL	ZAR	3187,00

(8)